

ITD: A Historical Perspective

IT in state government prior to 1997: Reactive, agency independence, limited accountability, ISD as service provider.

1997-99

- HB 1034 mandated that agencies prepare IT plans and gave the Information Services Division (ISD) of OMB responsibility for establishing statewide IT policies, standards and guidelines.
 - As a result of HB1034, ISD created the Planning Division, funded by an increase in the overhead rate. Agencies submitted their first IT plans in January 1998. The first statewide IT Plan was published in November 1998.
 - A standards committee was established to gather agency feedback in the development of standards and policies.
- Legislative Council established an interim Information Technology Committee. The committee contracted with Inteliant to study the state network infrastructure. The study projected that with no change, telecommunications spending would increase to \$57.6 million per year by 2005. By consolidating demand, buying power could be leveraged to reduce future increases in cost.
- ITD's budget appropriation for 1997-1999 was \$45,326,741 all from special funds collected from state agencies for services provided.

1998: First Statewide IT Plan produced.

1999-01

- SB 2043 established the Information Technology Department, administered by a CIO who would be appointed by the governor. The bill also mandated that ITD provide all wide area network services to state agencies, K-12 and higher education institutions and political subdivisions. The State IT Advisory Committee was established to oversee the deployment of the wide area network. SB 2043 also required that IT plans be tied to budgets and that ITD provide a business plan.
- SB 2044 established the IT Committee as a permanent committee and gave them responsibility for the oversight of IT projects greater than \$250,000.
 - ITD began gathering information and reporting on large IT projects to the IT Committee on a quarterly basis.
 - ITD established a certification program for project managers with Mayville State University and Project Management Institute.
- Major IT initiatives for 1999 to 2001 included:
 - ITD began e-mail server consolidation to 3 platforms.
 - ITD successfully implemented Y2K upgrades.
 - ITD began offering web development services and the state launched its first web portal, DiscoverND.com
 - Highway Patrol, State Radio and DOT implemented a mobile data terminal pilot project.
 - DHS completed the Medicaid/TANF project using ITD internal staff at a cost of \$5,400,000 compared to \$10,000,00, the lowest vendor bid.
- ITD's budget appropriation was \$49,409,295 in special funds from state agencies and \$250,000 in general funds for enterprise initiatives.

1999: ITD and CIO position created.

2001: WAN services provided by ITD to political subdivisions.

2001-03

- SB 2251 combined K-12 technology programs under ITD and created the ETC director position based on a Legislative Council study by Nexus Innovations. The study also recommended funding of a T1 connection to each school district.
- SB 2043 required ITD to develop performance measures and provide an annual report.
- Under the oversight of the IT Committee, agencies completed 14 large IT projects. Seven of those were under budget by a total of \$1,813,350. Of the projects completed over budget, the total overrun was \$175,995.
- Major IT initiatives for 2001 to 2003 included:
 - The statewide ATM network was deployed to combine video and data on a single network.
 - ETC grants were provided to promote video conferencing.
 - Statewide federal e-rate reimbursements more than doubled as ITD began coordinating the application process for state network connections.
 - A joint initiative was proposed by state government and NDUS to replace all financial, human resource and student information systems. The pilot phase of ConnectND was implemented.
 - ITD began hosting PowerSchool, a cost-effective student information system for K-12 schools.
 - Enterprise Architecture was implemented as a process for determining technology direction and setting standards.
 - The GIS “hub” was implemented to share geo-spatial information.
 - ITD worked with several state agencies to develop a shared EDMS infrastructure.
 - ITD coordinated agency compliance with the Health Insurance Portability and Accountability Act (HIPAA).
 - A plan was developed for sharing criminal justice information and the Criminal Justice Information Sharing Board and Executive Committee were established.
- ITD’s budget appropriation increased to \$94,840,190 of which \$18,864,374 was for K12 programs and \$9,657,513 was for enterprise initiatives such as ConnectND, GIS and \$1,407,513 in pass-through funding for Prairie Public. Sixteen FTE were added to ITD to reduce the dependence on contracted staff for software development that were charging over \$70 per hour compared to the average ITD rate of \$53.50 per hour. Because management of the network was consolidated, all network costs were directed through ITD. Previously, agencies including NDUS paid network providers directly.

2001: K-12 technology programs moved to ITD.

2002: ConnectND pilot projects implemented.

2003-05

- HB 1505 consolidated six technology services within ITD in an effort to reduce costs.
- The Legislative IT Committee contracted with PTI to perform an IT management and organizational study.

2003: Agencies were directed to obtain six services from ITD (consolidation).

- Under the oversight of the IT Committee, agencies completed 18 large IT projects. Sixteen of those were under budget by a total of \$4,098,095.
- The State IT Advisory Committee was given responsibility for prioritizing large IT projects and reviewing standards.
- ITD created the position of IT procurement officer to work with the State Procurement Office and Attorney General's Office to improve IT contracting procedures and leverage state purchasing power to reduce costs.
- Major IT initiatives for 2003 to 2005 include:
 - The ConnectND project will be completed.
 - The CJIS hub was implemented.
 - ITD began hosting LERMS, a cost-effective records management system for sheriffs and police departments.
 - Standard specifications for PCs were established through Enterprise Architecture and a state contract was issued, reducing PC replacement costs.
 - More than 100 servers and 2 FTE were eliminated through consolidation. While total state spending was reduced by an estimated \$438,000, ITD's spending increased by \$1,335,000 and 6 FTEs were transferred from state agencies to ITD. Consolidation of servers is expected to reduce agency costs by an estimated \$961,000 for the 2005-07 biennium and beyond.
 - ITD began providing support for state radio projects.
- ITD's budget appropriation was \$106,312,104. This included \$16,395,869 for K12 programs and \$26,756,681 for enterprise initiatives such as ConnectND, GIS, CJIS, and \$1,337,138 in pass-through funding for Prairie Public.

***2004: ConnectND
financials and
HRMS
implemented for
state government.***

2005-07

- IT initiatives proposed for 2005 to 2007 include:
 - Continued funding of K-12 initiatives.
 - Continued funding of the GIS initiative.
 - Additional funding for CJIS operational costs and enhancements.
 - Migration of the state radio network to digital.
 - A project to migrate off the mainframe onto a current platform and operating system to reduce costs.
 - An initiative to improve customer service.
 - Enhanced disaster recovery services.
 - Implementation of time and labor and additional PeopleSoft modules.
- The executive recommendation for ITD is \$109,640,934. This includes \$17,778,860 for K12 programs and \$18,208,017 for enterprise initiatives such as ConnectND, GIS, CJIS and the mainframe migration.

***IT in state government now:
Proactive, enterprise focus,
oversight and accountability,
ITD providing coordination,
leadership and service.***